

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In Re Application of: Michael P. Lilly

Confirmation No.: 1577

Application No.: 09/690,566

Group Art Unit: 3623

Filing Date: October 17, 2000

Examiner: Pats, Justin

For: SYSTEM AND METHOD FOR
DETERMINING AND REDUCING CUSTOMER
SERVICE IMPACT

Attorney Docket No.: 119645-00103.118

AMENDMENT TRANSMITTAL

MAIL STOP FINAL
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

I hereby certify that this paper (along with any paper referred to as being attached or enclosed) is being transmitted via the Office electronic filing system in accordance with § 1.6(a)(4).

Dated: January 21, 2009

Signature:

Rachel McGuinness
Rachel McGuinness

Sir:

In response to the Final Office Action of Non-Provisional Application 09/690,566 dated August 18, 2008 the following are enclosed:

- Fee Transmittal Form;
- Small Entity Status is claimed;
- \$ _____ for filing fee, search fee, and examination fee;
- \$ _____ surcharge in response to the Notice to File Missing Parts;
- Petition For Two Month Extension of Time Under 37 CFR 1.136(a);
- Request for Continued Examination;
- Amendment to Final Office Action dated August 8, 2008;
- \$ _____ surcharge for originally filing a non-English language application;
- Verified English language translation of the originally filed non-English application; and
- Other: Petition Under Rule 1.47(a) w/attachments.
- \$ _____ for Petition Fee

Applicants(s) are also submitting the following:

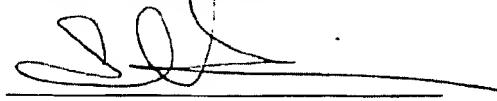
- Request for Corrected Filing Receipt;
- An Information Disclosure Statement;
- Form PTO-1449 (_____ pages) and Non-Patent Literature reference(s);
- Priority Document, Application No. filed;
- Executed Assignment with Form PTO-1595; and
- \$ _____ recordation of Assignment fee.
- Please charge Deposit Account No. 02-2555 in the amount of \$1,300.00 in response to the Two Month Extension of Time (Large Entity). Please charge any deficiency or credit any overpayment to deposit Account No. 02-2555. A duplicate copy of this sheet is enclosed.

If these papers are not considered timely filed by the Patent & Trademark Office, then a petition is hereby made under 37 C.F.R. § 1.136, and any additional fees required under 37 C.F.R. § 1.136 for any necessary extension of time may be charged to Deposit Account No. 02-2555. A duplicate copy of this sheet is enclosed.

Blank Rome LLP
One Logan Square,
Philadelphia, PA 19103
Tel: (215) 988-6993
Fax (215) 832-6993
Customer No.: 64574

Date: January 21, 2009

Respectfully submitted,



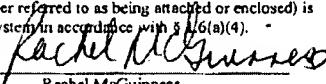
Shawn S. Li
Attorney of Record
Registration No. 58,132

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